	Weekly Report	12/18/2021	12/11/2021	12/4/2021	Nov	Oct	Sept	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,877	2,024	1,729	5,363	6,544	16,598	27,445	12,912	3,222	2,377	2,136	2,922	9,841	26,650	23,507	15,654	8,963	4,925	5,409	2,316	182,414
	# Indexes Complete	1,179	1,318	1,135	3,537	4,376	11,269	15,745	8,477	2,325	1,765	1,651	2,277	7,873	21,001	18,516	12,511	7,847	4,380	4,513	1,598	133,293
	% Indexes Complete	62.8%	65.1%	65.6%	66.0%	66.9%	67.9%	57.4%	65.7%	72.2%	74.3%	77.3%	77.9%	80.0%	78.8%	78.8%	79.9%	87.5%	88.9%	83.4%	69.0%	73.1%
	# Indexes unreachable (Max Attempts)	665	686	558	1,749	2,101	5,186	11,337	4,294	864	602	473	624	1,896	5,476	4,749	2,947	982	494	809	651	47,143
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	35.4%	33.9%	32.3%	32.6%	32.1%	31.2%	41.3%	33.3%	26.8%	25.3%	22.1%	21.4%	19.3%	20.5%	20.2%	18.8%	11.0%	10.0%	15.0%	28.1%	25.8%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,877	2,024	1,729	5,363	6,544	16,595	27,441	12,912	3,222	2,377	2,136	2,922	9,841	26,548	23,507	15,647	8,963	4,925	5,407	2,312	182,292
	Average time from Index Received to Index Reached	0.01:30:31	0.01:45:40	0.03:21:41	0.01:32:24	0.02:10:07	0.09:07:34	0.10:49:51	0.04:29:12	0.02:35:52	0.02:40:17	0.01:58:51	0.05:37:42	0.04:54:30	0.07:48:21	0.08:10:09	0.17:52:40	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.10:31:29
	Average Index Handle Time	0.00:14:05	0.00:14:59	0.00:16:22	0.00:14:59	0.00:14:19	0.00:12:33	0.00:12:38	0.00:14:52	0.00:15:46	0.00:16:16	0.00:15:02	0.00:15:29	0.00:11:03	0.00:10:05	0.00:09:50	0.00:09:05	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:11:38
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	62.1%	64.3%	63.0%	65.2%	65.9%	60.8%	47.3%	62.7%	70.0%	76.6%	76.0%	76.3%	76.0%	73.2%	71.2%	56.6%	81.0%	83.2%	78.4%	62.6%	68.6%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	93.1%	99.9%	99.8%	99.5%	94.6%	100.0%	100.0%	99.9%	99.5%	99.1%	100.0%	100.0%	99.9%	70.0%	98.9%	99.5%	99.6%	99.9%	97.7%
Contacts	# contacts generated	2,930	2,688	2,391	8,385	9,747	23,985	30,465	15,396	4,372	3,822	3,646	4,917	18,191	38,310	35,423	29,780	20,718	12,680	9,540	3,326	223,170
	# contacts generated per Index Complete	2.5	2.0	2.1	2.4	2.2	2.1	1.9	1.8	1.9	2.2	2.2	2.2	2.3	1.8	1.9	2.4	2.6	2.9	2.1	2.1	1.7
	# contacts complete	2,282	2,167	1,889	6,630	7,841	19,400	21,338	11,589	3,540	3,099	3,063	4,079	15,120	31,706	28,903	21,838	16,801	11,101	8,007	2,129	222,522
	% contacts complete	77.9%	80.6%	79.0%	79.1%	80.4%	80.9%	70.0%	75.3%	81.0%	81.1%	84.0%	83.0%	83.1%	82.8%	81.6%	73.3%	81.1%	87.5%	83.9%	64.0%	99.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	645	512	482	1,738	1,868	4,550	9,012	3,716	831	723	583	838	3,071	6,363	6,057	7,250	3,740	1,383	1,369	1,118	55,849
	% contacts unreachable (Max Attempts + missing phone numbers)	22.0%	19.0%	20.2%	20.7%	19.2%	19.0%	29.6%	24.1%	19.0%	18.9%	16.0%	17.0%	16.9%	16.6%	17.1%	24.3%	18.1%	10.9%	14.4%	33.6%	25.0%
	# contacts attempted calls (all completions + at least 1 attempt)	2,930	2,687	2,387	8,385	9,747	23,971	30,404	15,396	4,372	3,822	3,646	4,917	18,191	38,310	35,421	29,718	20,718	12,666	9,538	3,326	280,552
	Average Time from Contact Generated to Contact Reached	0.01:18:09	0.01:18:25	0.01:31:46	0.01:40:07	0.01:15:25	0.06:24:27	0.11:18:20	0.05:05:52	0.02:23:19	0.02:42:59	0.01:25:46	0.01:30:31	0.05:40:18	0.05:29:52	0.07:21:39	0.15:19:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.09:37:08
	Average Contact Handle Time	0.00:09:58	0.00:10:30	0.00:10:47	0.00:10:47	0.00:09:51	0.00:09:44	0.00:10:32	0.00:10:45	0.00:10:09	0.00:10:58	0.00:10:49	0.00:10:25	0.00:09:23	0.00:09:41	0.00:09:41	0.00:09:07	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:55
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	77.5%	79.9%	78.8%	78.6%	80.1%	75.3%	59.7%	72.8%	79.1%	83.9%	83.4%	82.4%	81.4%	78.8%	66.4%	52.8%	74.2%	83.1%	78.6%	61.6%	75.4%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	99.6%	99.5%	99.9%	99.8%	99.8%	95.8%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.7%	75.0%	98.1%	99.1%	99.8%	99.8%	98.3%
	Average Time from receipt of initial case name to full completion of all related contacts	0.04:59:57	0.05:03:45	0.05:27:09	0.06:46:57	0.08:14:43	0.21:42:45	1.10:53:42	0.15:58:34	0.08:22:13	0.10:42:39	0.08:05:35	0.10:39:09	1.01:59:46	0.19:13:00	0.22:31:54	1.20:58:11	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.08:06:27